Cedar Rapids - April 14, 2005
Clarion Hotel & Convention Center
Sponsored by ASQ Section 1303 & The Iowa Quality Center

Keynote Speaker - J. Jay Marino

J. Jay Marino serves as the Assistant Superintendent for Instruction & School Improvement in the Rock Island School District in Rock Island, Illinois. He is an ASQ Koalaty Kid trainer and serves as a consultant for curriculum, instruction, school improvement, continuous improvement processes and tools and organizational effectiveness. Marino received his Bachelor's Degree in Elementary Education from the University of Northern Iowa and his Masters Degree in Educational Administration from Arizona State University. He is currently working on his Educational Specialist degree and superintendent certification at Western Illinois University. He has served as an elementary and middle school classroom teacher, elementary school administrator, Special Education Coordinator, Director of Technology and Director of Instruction and Technology. Mr. Marino has presented at local, state and national quality conferences. Recently, he served as the lead editor for a book written by Rock Island teachers and published by ASQ titled “Quality Across the Curriculum; Integrating Quality Tools and PDSA with Standards.” He currently lives in Rock Island with his wife, Laura and his children Jessica and Joey.

Keynote Address
Quality Tools for Change & Continuous Improvement
The Rock Island School District has undergone much change over the past 5 years. With the help of quality tools, continuous improvement processes and the deployment of the Baldrige Criteria for Performance Excellence, Rock Island School District is working toward its vision of “Excellence Every Day.” This multimedia presentation will provide an overview of the change process in Rock Island and will incorporate Michael Fullan’s “8 basic lessons” on change and improvement. Participants will learn how all stakeholder groups in the Rock Island School District utilize quality tools and the Plan, Do, Study & Act cycle to continuously improve the organization.

A Day With Jay
In addition to the keynote address, Mr. Marino will be presenting the following breakout sessions. The presenters for all three sessions will be Jay Maroni, Cindy Arkebauer & Carol Schoening.

Cindy and Carol are both ASQ National Trainers for Koalaty Kid and Koalaty Keys Improvement Processes. They have assisted in several training sessions for the Rock Island School District helping the district move forward with continuous improvement. In addition, they have presented for various programs at the building, district and community levels. Both were presenters at the NQEC in Chicago this past October.

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# 2005 ASQ/IQC Ship Builders’ Spring Conference 2005 Schedule

April 14, 2005 at the Clarion Hotel and Convention Center Cedar Rapids, IA.

**Theme:** “Back To Basics”

<table>
<thead>
<tr>
<th>Times</th>
<th>Healthcare Track</th>
<th>Education Track</th>
<th>Manufacturing, Processing, Service Track</th>
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<tbody>
<tr>
<td></td>
<td>Sorrento Room</td>
<td>Pompeii Room</td>
<td>Capri Room</td>
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<tr>
<td>7:30 - 8:00 AM</td>
<td>Registration</td>
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<tr>
<td>8:00 - 8:15 AM</td>
<td><strong>Welcome (Colli/Milano Room)</strong></td>
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<tr>
<td>8:15 - 9:15 AM</td>
<td><strong>Keynote Address - Jay Marino</strong></td>
<td>“Quality Tools for Change &amp; Continuous Improvement</td>
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<td>“The Balanced Scoreboard as a</td>
<td>(Colli/Milano Room)</td>
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<td></td>
<td>Strategic Framework for Action</td>
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<td>Barb Ballard-Heller</td>
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<td>9:30 - 10:30 AM</td>
<td>“Getting Results in the</td>
<td>“Receiving Exceptional Results through Strategic</td>
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<td>Classroom with Quality Tools”</td>
<td>Planning”</td>
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<td></td>
<td>Jay Marino</td>
<td>Sherry Johnson</td>
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<td>10:45 - 11:45 AM</td>
<td>“Six Sigma in Health Care</td>
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<td>Services”</td>
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<td>Catherine Wilson</td>
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<tr>
<td>Noon - 1:00 PM</td>
<td>Luncheon (Colli/Milano Room)</td>
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<td>1:15 - 2:05 PM</td>
<td>“Magnificent Seven”</td>
<td>“Quality Tools with PDSA in the Classroom”</td>
<td>“Using Basic Quality Tools To Achieve New Lows</td>
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<td>Tom Persoon</td>
<td>Jay Marino</td>
<td>in Warranty Administration”</td>
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<td>Dave Williams</td>
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<td>Richard Stump</td>
<td>Jay Marino</td>
<td>Deb Oliver</td>
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<td>3:15 - 3:30 PM</td>
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**Closing (Colli/Milano Room)**

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**CONFERENCE REGISTRATION**

$99 Early-bird special until April 1, 2005  Ref. # 943070
$125 After April 1, 2005  Ref. # 943071
$30  Student  Ref. # 943072

CREDIT CARDS ACCEPTED through PAYPAL
Go to www.quality.org/asq1303.htm for login information.

Checks should be made to ASQ section 1303 and mailed to

Lawrence Mossman
1008 K.K. Ave
Blairstown, IA 52209

Any questions, email Lawrence at lmossman@netins.net or go to the Section 1303 web site at “www.quality.org/asq1303.htm”

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**Meal Choice:**

- Chef Julienne Salad (w/cheese, ham & turkey)
- Baked Lasagna with garlic bread
"Choosing and Implementing Quality Improvement Tools"

Our nine-step process is designed to allow you to understand the system in which a 'probletunity' lies and then build a proactive approach to solving the problem or taking advantage of the opportunity. Organizations are encouraged to send teams of employees that have a common purpose, but perhaps lack an organized process and tools for improvement.

The class will be held from 8:00 a.m. to 4:30 p.m. each day at the Kirkwood Training & Outreach Services building, located at 3375 Armar Dr. in Marion, Iowa. The cost to attend is $299 per person. Please register through Kirkwood Training Services at 398-5623.

Cedar Rapids
Organizational Gallery Walk

The Organizational Gallery Walk is a 4-hour interactive exercise designed to bring the organizational leaders into an environment of trust and innovative thinking to better understand the current situation that exists in the organization and opportunities of the future. Professional facilitators will guide your leadership through a performance excellence framework modeled after the National Baldrige Criteria. The framework will provide questions based on Leadership, Strategic Planning, Customer Focus, Human Resources, Information Management, Process Management and organizational results. The outcome of the session is a list of strengths and opportunities for improvement that the leaders can then take back to the organization for assignment of actions and deadlines for continuous improvement.

The Iowa Quality Center Facilitators are available to deliver this event at your site and at your convenience. This event is provided to our members at $600 plus expenses from Cedar Rapids. Contact us today at (319) 398-7101.
“Dew” You Know About the IQC Library?

The IQC Member Library has over 1000 books, videos, audio tapes and CD’s for members to borrow, including Personal Development, Leadership, Production Management, Team Processes, Tools, Six Sigma, Lean – you name it – and materials tailored specifically to Education, HealthCare, Non-Profits, and Small Business. The library has been getting its own “extreme makeover” and we expect that by summer you can search for items on-line through the IQC website, by title, author or topic. With the guidance of Stephanie Schulte, Material Services Manager for the Cedar Rapids Public Library, and Jo Ann McNiel, the library has been reorganized to follow the Dewey Decimal system. For example, the Leadership series will have books, videos, audios and CD’s all marked in at 658.4 (give or take a decimal point), so that you can connect video content with book content.

Other primary categories:

- 150’s (Psychology) – Creativity, Motivation, Success, Effectiveness
- 350 – Government, Public Sector
- 360 – Health Care
- 370 – Education
- 650’s – Leadership and Management (LOTS of these!)

The descriptions are currently being reviewed and updated, to be linked online to the titles. To check out an item, visit and browse, or call IQC at 319-398-7101. If you’re unable to visit to pick up your item, we’ll arrange to ship it to you.

Quad City Quality Learning

Carolyn Haase heads up the latest of IQC’s networking groups. The Quad City Quality Learning group meets on the third Wednesday of each month from 7:30 a.m. to 9:00 a.m. They provide an opportunity for individuals and organizations to share experiences and ask questions pertaining to the areas of continuous improvement and performance excellence. The goal of this networking group is to learn, share ideas, and disseminate quality concepts as a means of improving our organizations."

March 16th’s topic will be, “Balancing the human resources and people issues with the important quality tools.” It will be held at the National Weather Service location.

For more information on future topics for the Quad City group or other networking groups, visit our web site at www.iowaqc.org.
Section 1308 Meeting
Tuesday, March 8th, 2005

Meeting Location: EMCO Doors, 1917 Dean Ave., Des Moines

NOTE: Attendance restricted to those not in the door or window business.

Social Time: 5:30 - 6:00    Dinner: 6:00 - 7:00    Program: 7:00    Cost: $20.00

Presenter: Marty Shildroth, et al

Topic: “The EMCO Quality Journey”

Reservations: RSVP by noon, Friday, March 4th to Don Benbow.

By e-mail (preferred) at dbenbow@IowaQualitySystems.com or by phone at 800-622-2348

About EMCO:
EMCO Enterprises, a wholly-owned subsidiary of Andersen Windows, is located in Des Moines, IA. The company has been in business since 1932. In 1977, EMCO revolutionized the storm door with the introduction of a high end product. Today, the company offers a full range of storms for consumers throughout North America. Efforts have been made to reduce the cost of quality and increase throughput. In order to make an impact, many of the lean techniques have been introduced. We are offering a view of where we have been and where we are going as a manufacturer in the areas of quality and lean.

Directions to EMCO Plant:
The SE14th Street exit, which is the preferred route to get to EMCO is under construction. Follow the alternate route signs to get to SE14th (south of I-235). Take E. Court (east) off of SE14th to SE 18th St. Turn left (north) on SE 18th St, go to Dean Ave. Turn right (east) on Dean Avenue. EMCO is on the south side of the road near the railroad tracks at 1917 Dean Avenue. Enter door facing north.

ASQ Section 1308
Tentative Meeting Schedule
April: Bunn-O-Matic Corporation, Creston
May: Farmland Foods, Denison, IA

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WELCOME
Section 1308 would like to welcome the following new members to the section.
Ms. Theresa W. Heitman
Mr. Nadim F. Hussein
Mr. Alfred W. Kenlin
Mr. Ryan M. Post
Ms. Philicia Weaver
Mr. David I. Wiese

Chip Hesler
“What Quantifiable Value Can Auditing Provide to the Business”

Chip Hesler is currently a quality engineer for John Deere Harvester. In 1978, he started at the John Deere Davenport Works as an electrician. After several years of commuting to Iowa City, he received a degree in electrical engineering. His first projects included developing computerized test stands for all the Davenport Works’ products. Due to his years of maintenance experience, he was asked to develop mistake-proof fixtures, machine controls and high maintenance conveyor lines. He was instrumental in bringing ISO certification to John Deere Davenport in 1992 and officially joined the quality ranks as a quality engineer in 1995. He is an ASQ senior member and an ASQ certified quality engineer and quality auditor.

More speaker bio’s and conference information will be available on the Section 1303 web site at www.quality.org/asq1303.htm.

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Getting Results with Classroom Tools: Participants will learn how to utilize mission statements, goal setting, data folders, student-led conferences, and class meetings to enhance learning experiences for students while at the same time increasing achievement.

Afternoon - Breakout 3:
Using Quality Tools with PDSA in the Classroom: Participants will be exposed to an overview of the Plan, Do, Study, Act process and how combining this process with additional quality tools will increase achievement in academic areas and improve behavior concerns.

Afternoon - Breakout 4:
Fast Feedback: Quality Tools for Stakeholders Input- Make sure you are getting the most accurate feedback from your stakeholders, no matter what you are trying to improve. This breakout session will provide participants with many strategies that can be utilized right away to get that needed feedback from stakeholders.
Section 1303 Meeting
Wednesday, March 9th, 2005

Tour
Van Meter Industrial Central Distribution Center, 915 32nd Ave. SW, Cedar Rapids, Iowa

Dinner & Program Location
The Clarion Hotel & Convention Center
535 33rd Ave. SW, Cedar Rapids

Presentation Topic
Continuous Improvement - “How & Why”

Reservations: Please RSVP by noon on Monday, March 7th.
Email (preferred): mwsulliv@rockwellcollins.com
Phone: 319-295-1346

5:30 - 6:30 Tour of VMI CDC
6:30 - 7:00 Social time at hotel
7:00 - 7:30 Dinner
7:30 - 8:15 Program
8:15 Final announcements / door prizes

Dinner Menu: “Touch of Italy” Buffet
Tossed greens with Italian, Ranch, and Western dressing, Antipasto with fresh relishes, and marinated rotini salad. Fettuccine Alfredo, Chicken Marsala, and Oven Baked Lasagna. Steamed vegetables and garlic bread sticks. Coffee, tea, or milk and hot rolls

Cost: ASQ Member $18.00 Guest $20.00
ASQ Member and Spouse $35.00
Full Time Student $12.00

Tour Information
Van Meter Industrial, Inc. is a distributor of electrical and automation products with twelve locations in the state of Iowa. It was founded in 1928 and has experienced strong growth in the last 10 years.

The VMI Central Distribution Center is a 130,000 square foot facility that opened in 1999. An average of 46,000 lines a month ship from this facility and accuracy, efficiency and continuous improvement are vital to its continued growth and success. The tour will not focus on how the warehouse operates, but rather the importance that the employee - owners place on defining, organizing and implementing various improvement projects. Quality is important - join us to see how.

Program:
Improvement lives at Van Meter Industrial. Top management supports it, but it is driven by the people doing the job. For the program, you will hear how an idea came to life and the impact it has had on the organization. You will not hear about million dollar savings, but how a group of people took charge of their processes and continue to improve efficiency, save money and work smarter.

Building a team requires clear expectations. Those expectations were laid out with an “empowering people” mind-set. The goal was for each department to define their success, create their own metrics and develop a 3-year department plan which defined where they wanted to go. Each department created charts and posters and presented their SMART goals to peers and leadership.

At the grass roots level each department defined their own path of “improvement” with these SMART goals.

Presenters:
Joe Wallace has 25 years experience in wholesale distribution with the last 14 years serving at Van Meter Industrial. Joe’s expertise in operations and inventory management has helped build a strong team at the Van Meter’s Central Distribution Center in Cedar Rapids Iowa. Joe serves as Administration Manager, overseeing four departments housed at the CDC.

Brian Becwar has been with Van Meter Industrial for five years and serves as the Distribution and Logistics Manager and is responsible for all elements of the Warehouse operation. Brian started in the warehouse picking orders, and over the course of three years worked his way through every department within the warehouse, and eventually moved to Purchasing as a Line Buyer and then to his present position.

Scott Pechota is relatively new to Van Meter as he joined the company in May of 2004. He is the Purchase Reconciliation Administrator and he and his group are responsible for the reconciliation of the supplier invoices to the VMI purchase orders prior to payment. Scott also leads the improvement effort in his area and will speak on his activity and the results.

Directions to Van Meter Industrial
From I-380 Northbound or Southbound, take the 33rd Avenue Exit. Turn WEST on 33rd Avenue. Continue WEST on 33rd Avenue until you reach the 1st stoplight at 6th Street. Turn NORTH (right) on 6th Street. Travel 1 block North and turn LEFT (West) on 32nd Avenue. The Van Meter Industrial Central Distribution Center is located on the South side of 32nd Avenue. Gray cement building with black colored trim. Enter by the main office entrance.
MANUFACTURING PROCESS ENGINEER

Responsibilities include developing manufacturing process systems and controls defining parameters that meet customer performance requirements, internally and externally, through production operation methodology, continuous improvement, and by providing technical support liaison to appropriate departments. Preferred candidate will have a degree in metallurgy and/or other engineering disciplines with 2-4 years manufacturing experience in copper, steel, or aluminum strip rolling. Familiarity with statistical & analytical methods for problem solving, a general understanding of PC’s and related software experience, and an understanding of process flow of an order is required.

PMX offers excellent benefits to individuals who would like to be part of this expanding, fast-paced, and challenging environment. Benefits include a 401(k) plan, retirement plan, paid leave, paid holidays, employee and dependent life insurance, long and short term disability insurance, and health and dental insurance.

PMX Industries, Inc.
Human Resources Department
5300 Willow Creek Drive SW
Cedar Rapids IA 52404

or fax resume to 319-247-4763
or e-mail to hr@ipmx.com

EOE
Drug Free Workplace
### Section 1303 Certification Test Locations
#### March 5th, 2005

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Time</th>
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<tbody>
<tr>
<td><strong>First Presbyterian Church</strong></td>
<td>321 North 5th Street, Burlington, IA</td>
<td>7:15 AM</td>
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<tr>
<td><strong>Scott Community College</strong></td>
<td>Kahl Education Center Room 1004, 326 West Third Ave., Davenport, IA</td>
<td>7:30 AM</td>
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<tr>
<td><strong>Hawkeye Community College</strong></td>
<td>Tama Hall Room 105, 1501 E. Orange Rd., Waterloo, IA</td>
<td>7:00 AM</td>
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<tr>
<td><strong>Kirkwood Community College</strong></td>
<td>Jones Hall Room 101, Kirkwood Blvd. SW, Cedar Rapids, IA</td>
<td>7:15 AM</td>
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<tr>
<td><strong>HJ Heinz Co.</strong></td>
<td>1357 Isett Ave., Muscatine, IA</td>
<td>6:00 AM</td>
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### PROCTOR ANYONE???

Do I have an opportunity for you. I need proctors for Scott Community College ASQ test site for October 22, 2005 and December 3, 2005. Basically the exams are from 8:00 AM to 1:00 PM. You will need to be there a by 7:30 AM. In addition to exam day you will need 1-2 hours for reviewing the instructions and mailing the information back to ASQ. For proctoring an exam you will get 1 RU credit towards recertification and $50 after you purchase a book from Quality Press. Are you interested? If so, please contact Norma Hawkins at 563-238-5921 or email hawkins1@powerbank.net.